



CONNECTING COMMUNITIES

Emergency Preparedness and Security

Public transportation keeps communities moving, every day and in every conceivable circumstance. The events of September 11, 2001, catapulted the critical role of transportation in managing dire emergencies to the forefront. Whether the cause of an emergency is natural, accidental or an act of terrorism, a well-planned and executed community emergency response plan is essential to saving lives and bringing recovery back to the affected community.

Speaking at the National Transportation Security Summit following the events of 9/11, U.S. Transportation Secretary, Norman Y. Mineta stressed that "preparation equals performance." "America is a fundamentally different place from the one that awoke on Sept. 11th. We have entered into a new era in transportation, an era in which one of our most cherished freedoms, the freedom of mobility, has been threatened. Overcoming that threat will require all of us to take a fresh and honest look at the business we are in. And I will tell you now, this is not business as usual. We must re-think the basic approach with which we provide for the safety and security of everyone traveling on America's transportation systems.

In an emergency, transit operators begin by providing direct assistance to affected areas, including evacuations, relocation of passenger pickup

"It's very clear that transit must be a vital component of any city's transportation plans to begin with, and certainly any emergency plans.... We need to keep in mind the crucial role that a reliable public transportation network can play in responding to the demands of the traveling public."

U.S. Sen. Paul S. Sarbanes (D-MD)

points, and emergency transportation of rescue workers and materials. In the aftermath of an emergency, transit operations must often expand beyond getting people to their destinations into outreach efforts such as transport to and from blood donation sites and relief fund collections.

In the aftermath of 9/11, the Federal Transit Administration's (FTA) Community Transport Association has developed the Connecting Communities Emergency Preparedness and Security Forums. Says FTA Administrator, Jennifer L. Dorn, "These unique forums are intended to help transportation and emergency response agencies work together to prepare and protect their community with coordination, communication, planning and practice of safety and security measures. Our goal is that participants will gain a better understanding of the roles played by each agency and

Newsletter Contents

**Connecting Communities —
FTA Emergency Prepared-
ness and Security Forums**
Page 1

Notes From the Top
Page 2

Events Calendar
Page 3

Spotlight Article
Page 4

**Downtown "Trolley" Could
Roll Again in BR**
Page 5

Cost Allocation Workshops
Page 6

Long Awaited Vehicles
Page 8

Public Transportation Staff

225-274-4302

publictransportation@dotd.
state.la.us

www.dotd.state.la.us

Carol Cranshaw
Administrator

Donna Lavigne
Assistant Administrator

Harold Beck
Elderly & Disabled Program
Manager

Emily Callender—Efferson
Urban Program Manager/
Planner

Anne Ladner
Discretionary Program
Manager

Darlene St. Romain
Rural Public Transit Program
Manager

Wanda Walker
Training & Technical
Assistance Program Manager

Michael P. Watts
Accountant

Michelle Horne
Rural Public Transit Program
Assistant Manager

Diana Ickes
Elderly & Disabled Program
Assistant Manager

Kay Ryall
Safety & Other Programs
Program Specialist

Cherie Doyle
Office Coordinator

Notes from the Top

As I started to chart the course through our new fiscal year goals, I began to reflect upon our accomplishments during the fiscal year just ended. At first I didn't think I'd have enough to report on, but the more I thought about it, the more I began to realize the DOTD Public Transportation Section had a pretty productive year despite our challenges. Below are the highlights:

- ✓ Funded two new rural public transit systems - Calcasieu, July 2002; St. Tammany, April 2003.
- ✓ Worked with Allen and St. Mary Parishes to plan and design their systems.
- ✓ Worked on a multi-parish system design with officials in the River Parishes of St. Charles, St. John, St. James.

- Planned and hosted the Louisiana Public Transportation Conference in Lafayette, September 30 - October 2, 2002.
- Sponsored and hosted a Braun Wheelchair Lift Maintenance Training Workshop - October 1, 2002, Lafayette.
- Sponsored and hosted a Preventative Maintenance Rules of Safety Seminar - October 1, 2002, Lafayette.
- Sponsored two Marketing Workshops - November 19, 2002, Baton Rouge and November 20, 2002, Lake Charles.
- Sponsored and hosted two Passenger Service & Safety Training Workshops for drivers - March 19 & 20, 2003, Baton Rouge.
- Sponsored and hosted a Maintenance Workshop - March 25-26, 2003 in Baton Rouge.
- Sponsored and hosted two Cost Allocation Workshops - April 22, 2003 in Baton Rouge and April 23, 2003 in Alexandria. (For more informa-

tion, read the article on the Workshops in this issue.)

- Awarded 20 scholarships to enable transit system staff members to attend in-state and out-of-state conferences.
- ♦ Convened and chaired meetings of the Inter-Agency Transportation Coordination Committee (IATCC) to facilitate ideas and promote coordination between State agencies - December 11, 2002 & April 16, 2003.
- ♦ Organized and chaired a Transportation Services Coordination Forum with a panel of IATCC members to determine coordination initiatives/best practices - February 19, 2003, Baton Rouge.
 - ♦ Developed and distributed report on the status of coordination in Louisiana - March 2003.
 - ♦ Participated in numerous meetings with other State agencies regarding transportation coordination activities.
 - ♦ Participated in a Region VI Federal FTA/HHS Coordination Workshop in Dallas on June 19, 2003 and assisted in developing State Action Plans to enhance transportation coordination.
- ❖ Updated the public transit website to include: staff directory, funding programs, transit map, training library, publications, applications and manuals, state management plans and other plans, newsletters, training/conference/workshop calendar, links to other states, state agencies, transit systems, state associations, and federal partners.
- ❖ Began electronic redesign of the Transit Resource Guide of transportation providers in Louisiana.



For those of you interested in the results of the Transportation Services Coordination Forum hosted by the IATCC, the final report is available on the Public Transportation website at www.dotd.state.la.us. The report will also be incorporated in the FTA's Region VI Coordination Report.

If you haven't checked out our website, please do. We continue to add new items and are making improvements to any dated information. As some of you may be aware, we are in the process of updating our Resource Guide. The Guide is a list of the transit agencies throughout the state. The new Guide will be electronic and allow each agency to keep their information up to date. The New Resource Guide should be posted on our website soon. If you have comments or suggestions regarding the website, please contact Kay Ryall.

As you can tell, we've had a busy and exciting year. We anticipate this new fiscal year will bring even

more encouraging and meaningful changes to Louisiana's public transportation system.

If you have suggestions or comments regarding this newsletter, or if you would like to contribute an article and/or pictures, please forward that information to Wanda Walker (see Staff contact information).

Carol Cranshaw
Public Transportation Administrator
Louisiana Department of Transportation
and Development

P.S. Please note below the date and place for the DOTD/LPTA Public Transportation Conference.

Events Calendar

Upcoming APTA Conferences:

APTA ITS Rail Applications Workshop-
Best U.S. and Overseas Practices
September 11-12, 2003
Philadelphia, PA

APTA International Bus Rodeo
September 24-28
Salt Lake City, UT

APTA Annual Meeting
September 28-October 2
Salt Lake City, UT

For more information on APTA
conferences, please visit:
www.apta.com/conferences_calendar/

FTA/DOTD Drug and Alcohol Workshop
August 26, 2003
Radisson Hotel
Baton Rouge, LA

2003 Community Impact Assessment
Regional Workshop
September 9-12, Indianapolis, IN

MIT Professional Short Course -
Public Transportation Services and
Operations Planning (CTS 31s)
August 11-15, 2003, on campus

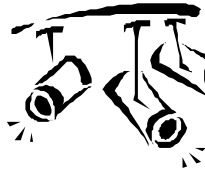
For more information, please visit:
[mit.edu/professional/summer/courses/
management/CTS31s.html](http://mit.edu/professional/summer/courses/management/CTS31s.html)

**DOTD/LPTA PUBLIC
TRANSPORTATION CONFERENCE**
October 6-8, 2003
Radisson Hotel
Baton Rouge, LA

More information will be posted on the
DOTD Public Transportation website as it
becomes available.

TRANSPORTATION SAFETY INSTITUTE CLASSES

Courses are offered around the country
on various topics throughout the year.
For more information, please visit:
www.tsi.dot.gov



Spotlight on...

Louisiana Rural Transportation New Starts

While it is true that there are fewer rural transportation providers in Louisiana today than in 2000, there have been several new starts in the past couple of years (new rural transportation providers). Most of the decline in providers is directly due to a lack of local funding to meet the required 50% match. There is, however, good news... among the new starts are the rural providers in Terrebonne and St. Tammany Parishes.

Terrebonne Parish

Good Earth Transit has been operating the urban transit system in Terrebonne Parish since 1997; now they also operate the rural transportation services in the Parish. In April, 2002, Good Earth Transit expanded their operations to include a rural transportation service. Wendell Voisin, Director of Good Earth Transit, is attempting to offer a seamless service to all citizens of Terrebonne Parish.

In late 2001, Good Earth Transit applied for Section 5311, rural transportation, funds and asked for five vehicles... they got three. Good Earth Transit had planned to operate rural transportation services to five small communities, Gibson, Chauvin, Montegut, Dulac and Crozier. Instead of cutting the planned service until all five vehicles could be obtained, Good Earth staggered the routes and lengthened the hours of operation.

They are expecting another two vehicles this year.

Each of the five routes serving the small communities in Terrebonne Parish begin and end at the Chabert Hospital, which is a pickup point for the urban system. The new rural service is planned around a route deviation plan. The routes provide flag stop (no designated stops, patrons flag down the vehicles) service along each of the routes. To provide paratransit services, the drivers are allowed to deviate up to 3/4s of a mile from their scheduled routes and can provide door-to-door service as long as the clients are registered in their computer system.

The rural buses are set up just like the urban system; they have fare boxes. One ride on either the urban or rural system costs \$1 unless it is a paratransit ride and then it costs \$2. If you wish, a day pass can be purchased for \$2.50, which is good for both systems throughout that day. Good Earth is working hard to make the dream of a seamless rural/urban system a reality.

St. Tammany Parish

In April of this year, the Council on Aging for St. Tammany (COAST) began providing rural transportation services to St. Tammany Parish.

(Article concluded on page 9)

DOWNTOWN 'TROLLEYS' COULD ROLL AGAIN IN BR

By DERRICK NUNNALLY

New public "trolley" buses could be cruising through downtown streets by the end of summer, several officials said Monday.

The trolley service, which would be free for the public, is intended to be the downtown shuttle that has long been discussed. Under current plans, it would be called the Capitol Park Shuttle and would be operated by the city-parish's public bus company.

Initial plans call for a four-bus fleet to continuously roll from 10:30 a.m. to 2:30 p.m. along a route from North Boulevard to the state government buildings north of Capitol Lake. The wait time between the 24-passenger buses -- designed to look like trolleys -- would be seven minutes or less.

Downtown Development Director Davis Rhorer and Capital Transportation Corp. General Manager Debbie Moore both said the shuttle will initially target workers in downtown offices.

"The state and the DDD are interested in getting workers out to be able to eat and shop for the lunch hour, when it's 95 or the monsoons are coming," Moore said.

The planned shuttle system will cost up to \$1.5 million in public money for the startup costs of trolley purchases and bus stop equipment. A federal Congestion Mitigation and Air Quality grant is picking up \$1.2 million of the startup cost, with the remaining money coming from state government, officials said.

Dawn Starns, special assistant to the state commissioner of administration, said the yearly operating cost for the fleet is estimated at about \$250,000. Ideas being considered for paying



Advocate staff photo by Richard Alan Hannon
Capital Transportation Corp. driver Barbara Moore wheels her bus toward North Boulevard on Monday. Plans are under way to have a system of smaller buses designed to look like **trolleys** run through downtown during the late morning and early afternoon.

those costs are landing more government grants, state funding through the departments on the trolley route and money contributed by downtown merchants who would benefit from the new customers.

"We know what we want, and we know how we want it to run," Starns said. "The route is already defined, but everything just has to fall into place, including maximizing the federal dollars we can get. Ideally we'll be up by early fall."

Rhorer noted that the initial route doesn't include the downtown Sheraton or the new Irene W. Pennington Planetarium on River Road because there isn't enough money in the trolley fund for those areas yet. He said another trolley would have to be added to serve an expanded route and still keep wait times down, adding that the hotel and planetarium could be asked to contribute some of the extra money in exchange for being included.

Cost Allocation Workshops: Making A Difficult Subject Straightforward and Interesting

Despite what could have been considered “dry” material, Louisiana Transit operators found the recent workshops on Cost Allocation to be informative and useful in their day-to-day operations. The workshops were held in Baton Rouge (April 22) and Alexandria (April 23) to facilitate attendance by all Louisiana Transit agencies. They were led by Ms. Linda K. Cherrington, CEO of LKC Consulting Services, Inc. (LKC), whose 27 years in the industry have included a focus on accessing funding in both standard and creative ways. As a former senior member of the Metropolitan Transportation Authority (METRO) of Harris County in Houston, Texas, Ms. Cherrington brought to the workshops first-hand experience in making cost allocation work for the agency in a variety of settings.

Beginning with a general discussion on the purpose and benefits of cost allocation, each

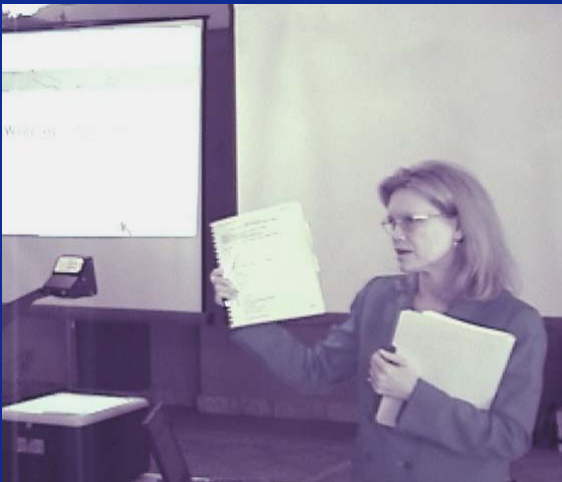
workshop then branched out into a clear and thorough review of the accounting terms and concepts associated with cost allocation. This section of the workshop was then supported by a rousing game of “Jeopardy,” in which the concepts were hammered home.

Attendees who participated in the game were rewarded with small prizes. Following a short break, cost allocation methods were compared to the various possible reasons for using cost allocation, such as

- Determining costs for different types of service
- Determining and applying overhead rates
- Pricing a service to sell or negotiating competitive rates
- Adherence to funding guidelines
- Ensuring that funding reimbursement applications as not double counted
- Determining whether funding sources are fully paying for a service.

The workshops then ended with a discussion of the steps in cost allocation, including the identification of available information and the most appropriate methodology to be used by the agency dependent on its circumstances. The five methods covered by Ms. Cherrington included:

- Operating and administrative
- Variable and fixed
- Unit-cost pricing
- Service type
- Funding source



Linda Cherrington , CEO of LKC Consulting Services, Inc., leads LaDOTD's workshop on the fundamentals of cost allocation relevant to the needs of Louisiana Transit operators.

begin the process of developing the plans, tools, and relationships necessary to respond effectively in an emergency situation.”

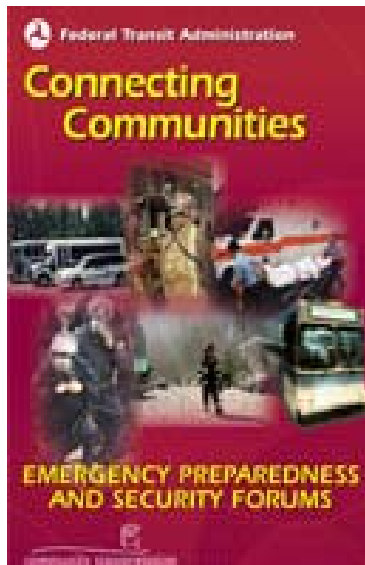
The first step for every transit agency is to see whether the following important questions can be effectively answered:

1. Does your team know how to gain access to a disabled train or bus during an emergency?
2. Do you know who will lead incident command during a transit emergency: police, fire or transit officials?
3. What role can your community's transit agency play during a non-transit emergency?
4. Are you organized to share resources and assets during a regional emergency?
5. Does your team know how to handle a bio-hazard event safely?
6. Does your community's emergency response plan include all the right players? Can those players communicate effectively during an incident?

Knowing the answers to these questions is vital, and every community - large and small - plays an invaluable role in maintaining our nation's security.

Each forum offers hands-on exercises, including discussions, various emergency scenarios, group break out sessions, video and instructor-led presentations, geared toward learning how to:

1. Network and coordinate with your local transit, police, fire, and emergency offi-



cials to share the latest techniques, strategies and best practices;

2. Understand the role of a transit agency in responding to emergency/disaster situations in your community;
3. Discuss how to activate alternative transportation methods within your community during a crisis;
4. Identify the elements, people, organizations, procedures, equipment and facilities needed for an effective emergency management program, as well as understand how the interaction of these elements affects the management of emergency situations;
5. Discuss existing transit system emergency management, disaster recovery, and security plans;
6. Explore the interagency role in handling emergency response; and
7. Understand the roles and responsibilities of community officials, transit system personnel, emergency response personnel (police, fire, EMS, OEM and hospital) and media during an emergency.

A visit to www.transit-safety.volpe.dot.gov/Training/EPSSeminarReg will allow you to view many of the components of the seminars (accessed through an on-line CD), including such major topics as terrorism, transit, rail, emergency management, weapons of mass destruction, and FTA resources. Also available for review are two fully-documented emergency response exercises conducted by the Massachusetts Bay Transportation Authority who staged major accidents to ensure their readiness prior to the institution of commuter and rapid rail services through the two communities.

Long Awaited Vehicles Arrive

The long awaited transit vans for the Rural Public Transportation Program and the Elderly and Disabled Program (E&D) finally began rolling in around the middle of May.

The entire Public Transportation Section with a mixture of joy and disbelief as the first van rolled into the lot. It took hard work and diligence from the entire Public Transportation staff finally get to this day, but all that work has paid off! This was E&D Program Manager, Harold Beck's first time to experience the vehicle deliveries and what an experience it was! He's been up to his elbows in grease inspecting each one of the vans from the rooftop down to the tires and we've got pictures to prove it.



Harold under the hood.

Due to a vendor protest last year we skipped a year and weren't able to place any vehicle orders; but this years order has made up for lost time. A total of 155 vehicles were ordered; this represents two (2) grant periods, 52 Parishes, approximately \$4.3 million in federal funds, and over \$1million in local funds. It's been a long and tedious journey, but we anticipate that the design and quality of these vehicles will prove a wonderful edition to each of the providers' fleets.

Many of the transit providers have already taken possession of their new vehicles and the rest are scheduled for pick-up. The Louisiana Transit logos continue to look great on the vans and are being installed as they arrive. It is our hope that the emblem continues to symbolize the trusted



service provided by all of the rural public transit operators and specialized transit service agencies in the state.

The Section 5310 - Elderly & Disabled Program and Section 5311 Rural Public Transportation applications will be available in the fall at the Louisiana Public Transportation Annual Conference scheduled for October ?? through October ??, 2003 in Baton Rouge, Louisiana. A **"free application workshop"** will be held at the conference for those agencies needing assistance with these applications. If you are a Section 5310 **first time applicant** and wish to receive notification when the application is available, please contact our office at **225/274-4306** and ask to be included on our **"Letters of Intent"** list. If you are a "public entity" and would like more information about starting a new rural public transportation system in your Parish, please contact the Section 5311 Rural Public Transportation Program Manager, Darlene St. Romain at 225/274-4309.



Harold under the van.

Spotlight on Louisiana Rural Transportation New Starts *(continued from page 4)*

COAST had previously provided elderly transportation services only.

COAST has had a one mill property tax for several years to support their elderly services. St. Tammany Parish applied for and received Section 5311 funds this year. COAST uses a portion of their dedicated tax to match the rural funding and the Parish contracts with COAST to provide the service.

The rural transportation services are part of a three-year transit implementation plan. The St. Tammany Parish Government began using urban formula, Section 5307 to fund a series of park and ride facilities along the Tammany Trace bike route, a 31 mile bike route in the Parish.

The Parish has built four park & ride facilities and has plans for 13 more. Once complete, the Parish plans to create a circulator service connecting the 17 park and ride facilities and the urban areas.

Both the Terrebonne and St. Tammany Parish new starts are providing a necessary transportation service for the citizens of their Parish. In an era of increased funding woes, new service is possible with innovative thinking and determination.

Downtown Trolleys Could Roll Again in BR *(continued from page 5)*

Starns and Moore said the arrangement still must be approved by CTC's board. Other matters, such as where to buy the trolleys, are still up in the air, they added.

Moore said buying new trolleys can take up to a year, so the service will probably use leased or used trolleys at first.

In the 1980s, downtown Baton Rouge had a similar line of trolley buses. But in 1988, CTC sold the buses to raise money, Rhorer said.

Barbara Means, manager of Mortorano's Italian Deli on Third Street, said she's excited about the prospect of the shuttle service starting.

"Are they coming by me? That's the most important part," Means joked, adding that she had only heard a little about the shuttle before.

After considering the idea, she said the shuttle would add to downtown's sense of place for the workers who commute in each weekday.

"I think a lot of people would probably feel that they've got a little freedom, like they can leave their office and go maybe for a ride around," Means said.

Editor's Note: Since this article was published, Debbie Moore has left the position of general manager of CTC. The acting Dual General Managers are John Denman and Donna McLean.



From Capital Hill...

On May 14th, U.S. Secretary of Transportation Norman Y. Mineta unveiled the Bush Administration's six-year \$247 billion surface transportation reauthorization proposal. The Safe, Accountable, Flexible and Efficient Transportation Equity Act of 2003 (SAFETEA), serves as the largest surface and public transportation investment in U.S. history. A copy of the proposal is available at <http://www.fhwa.dot.gov/reauthorization/safetea.htm>